

PLANNING CUSTOMER RELATIONS ASSOCIATE

DISTINGUISHING FEATURES

The fundamental reason the Planning Customer Relations Associate classification exists is to be the primary staff contact for customers in the Planning and Development Services Department. This classification does not supervise. Work is performed under general supervision by the Customer Relations Program Manager. The Planning Customer Relations Associate classification is distinguished from the Planning Communications & Customer Relations Manager classification by the former's lack of supervision and management of the work section.

ESSENTIAL FUNCTIONS

Investigates customer complaints and concerns, forwards the information to the appropriate departmental division, and tracks follow-up with staff to ensure resolution. Updates department management on major issues.

Provides information, guidance, and assistance to customers on their questions and concerns about departmental processes.

Makes recommendations to the Customer Relations team on needed changes to policies and procedures to improve service delivery.

Analyzes issues and concerns and recommends innovative solutions including cross-divisional problem solving.

Demonstrates continuous efforts to improve operations, decrease turnaround times, streamline work process, and work cooperatively and jointly to provide quality seamless customer service.

Prepares correspondence, management reports and assists in preparing City Council reports.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Planning and development services processes and how they relate to other city processes
Communication techniques
Principles and practices of local government structure
Customer service and problem resolution techniques
Microsoft Word, Excel, and PowerPoint

Ability to:

Communicate and work cooperatively with customers from diverse backgrounds and highly technical staff.
Translate technical material into a language easily understood by the public.
Act calmly, rationally, decisively and tactfully in difficult situations.
Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.
Manage multiple projects at one time.
Operate a variety of standard office equipment, including a personal computer that requires

continuous and repetitive arm, hand and eye movement.
Work occasional evenings and/or attend meetings as required.
Maintain regular consistent attendance and punctuality

Education & Experience

Any combination of education and experience equivalent to a bachelor's degree in planning, public or business administration or a related field and two years experience working in the public sector. Must possess a valid Arizona's driver's license with no major citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified